

**HEALTH CARE FINANCING ADMINISTRATION**

**CARRIER WORKLOAD  
AND PROCESSING TIME  
REPORT  
APRIL 1986**

**REPORTS**

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C367  
1986:Apr.

**U.S. Department of  
Health and Human Services  
Health Care Financing Administration  
Bureau of Quality Control**



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## FOREWORD

This report summarizes the status of claim workloads reported by carriers for April 1986. Presented in this report are national summary tables and carrier detail tables showing the numbers of claims received, processed, and pending. Also included in this report are data on electronic media claims, claims processing times, and the percentage distributions of processing times and pending claims. Definitions of terms used in the report are given in the Appendix.

Comments, suggestions, and/or questions relative to this report should be directed to:

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# CARRIER WORKLOADS AND PROCESSING TIMES

APRIL 1986

## HIGHLIGHTS

	April 1986	March 1986	April 1985	April 1986	
				Percent Chg from Mar 1986	Percent Chg from Apr 1985
Number of					
Claims Received	26.87	24.94	23.78	7.7	13.0
Claims Processed	26.27	23.71	22.89	10.8	14.8
Claims Pending	16.80	16.25	10.97	3.3	53.1
Net Assignment Rate	67.8	68.1	68.8	-0.4	-1.5
Electronic Media Claims					
Number	6.82	5.95	4.54	14.6	50.4
Percent Received	25.4	23.9	19.1	6.3	33.0
Mean Processing Time (Days)	19.6	18.8	14.0	4.3	40.0
Inquiries Processed					
Total	1.80	1.66	NA	8.6	---
Per 1,000 Claims Received	67	67	NA	0.0	---
Beneficiary	1.29	1.21	NA	6.0	---
Per 1,000 Claims Received	48	49	NA	-2.0	---
Provider	0.52	0.45	NA	15.6	---
Per 1,000 Claims Received	19	18	NA	5.6	---
Medicaid Crossover Claims					
Number Transferred to States	2.83	2.35	NA	20.1	---
Transferred via EMC	2.07	1.67	NA	23.9	---
Percent Transferred via EMC	73.3	71.0	NA	3.2	---

NOTE: Numbers in millions

NA- Not available



## Executive Summary

- o The total number of claims received by carriers rose to 26.9 million in April 1986, an increase of 13.0 percent over the 23.8 million received in April 1985.
  - + The net assignment rate decreased 1.5 percent, falling from 68.8 to 67.8 percent over this period.
- o The number of electronic media claims (EMC) received rose by 50.4 percent-- from 4.5 million in April 1985 to 6.8 million in April 1986.
  - + The percent of claims received via electronic media increased 33.0 percent-- from 19.1 to 25.4 percent over this period.
- o The number of claims processed increased 14.8 percent, rising from 22.9 million in April 1985 to 26.3 million in April 1986.
  - + During this period the number of replicate claims processed increased 203.3 percent, rising from 102,600 to 311,300. As a percent of claims processed, replicates rose from 0.4 to 1.2 percent.
- o In April 1986, the average processing time for all HCFA-1500s rose 40.0 percent, to 19.6 days, from 14.0 days in April 1985.
- o The number of claims pending rose from 11.0 million in April 1985 to 16.8 million in April 1986, an increase of 53.1 percent.
  - + Claims pending over 30 days increased 33.3 percent over this period, rising from 1.7 million to 2.3 million.
  - + Claims pending over 60 days increased 29.0 percent over this period, from 634,000 to 818,000 claims.
- o Inquiries processed per 1,000 claims received did not change in April 1986 compared to the previous month.
  - + This ratio decreased 2.0 percent for beneficiary inquiries and increased 5.6 percent for provider inquiries.
- o Medicaid crossover claims transferred to State agencies increased 20.1 percent, from 2.4 million in March to 2.8 million in April 1986.
  - + The percent transferred via electronic media increased 3.2 percent-- from 71.0 percent to 73.3 percent.

Division of Reports and Analysis



TABLE A: SELECTED DATA ON CARRIER WORKLOADS, APRIL 1985 - APRIL 1986

-----Claims Processed During Month (000s)-----										-----Claims Pending End of Month (000s)-----									
Month	Claims Received During Month (000s)	-----Including Replicates-----				-----Total-----				Over 30 Days			Over 60 Days						
		Total Number	Number	Percent of Total Processed	Applied Toward Deductible	Claims Denied	Number Excluding Replicates	Number	Days Work On Hand*	Number	Days Work On Hand*	Number	Days Work On Hand*						
1985																			
April	23,780.5	22,892.5	17,301.3	75.6	3,799.5	1,791.7	22,789.9	10,973.2	11.1	1,721.5	1.8	633.7	0.6						
May	23,976.4	23,915.7	19,015.4	79.5	3,071.8	1,828.5	23,817.8	10,959.6	10.9	1,787.2	1.8	685.2	0.7						
June	22,346.2	21,754.6	17,909.7	82.3	2,159.6	1,685.3	21,668.9	11,528.5	11.3	1,687.5	1.7	643.9	0.6						
July	24,015.4	23,168.1	19,578.3	84.5	1,794.2	1,795.5	23,074.4	12,337.7	11.9	1,838.9	1.8	664.4	0.6						
August	23,529.0	24,657.8	21,233.0	86.1	1,513.2	1,911.6	24,546.4	11,245.2	10.7	1,749.2	1.7	668.6	0.6						
September	22,974.3	23,110.1	19,955.1	86.3	1,176.2	1,978.9	23,011.4	11,036.8	10.2	1,746.4	1.6	668.1	0.6						
FY 1985	270,849.2	267,217.7	217,624.7	81.4	28,712.0	20,881.0	265,926.8	---	---	---	---	---	---						
October	25,940.4	26,251.4	22,974.9	87.5	1,151.3	2,125.2	26,135.9	10,705.8	9.8	1,513.7	1.4	612.6	0.6						
November	22,332.2	21,806.9	19,161.2	87.9	792.9	1,852.8	21,705.6	11,135.8	10.1	1,563.8	1.4	605.4	0.6						
December	24,048.5	22,709.7	20,074.9	88.4	724.4	1,910.4	22,596.4	12,379.2	11.1	1,841.1	1.7	714.3	0.6						
CY 1985	279,558.9	277,026.8	226,271.6	81.7	28,705.0	22,050.1	275,731.6	---	---	---	---	---	---						
1986																			
January	25,840.4	24,512.4	20,092.6	82.0	2,314.1	2,105.8	24,372.1	13,701.3	12.2	1,787.0	1.6	661.2	0.6						
February	22,828.4	21,403.5	14,548.2	68.0	4,910.4	1,944.9	21,290.8	15,097.9	13.4	2,151.5	1.9	659.7	0.6						
March	24,942.3	23,708.5	16,763.1	70.7	4,861.0	2,084.5	23,567.6	16,254.9	14.4	2,352.7	2.1	796.4	0.7						
April	26,868.4	26,269.9	19,914.3	75.8	4,088.2	2,267.3	25,958.6	16,797.3	14.8	2,294.4	2.0	817.7	0.7						

\* See Appendix for formula



TABLE B: SELECTED CARRIER WORKLOAD INDICATORS, APRIL 1985 - APRIL 1986

Month	Assignment Rate	Ratio of Processed to Received	Claims Received Via Electronic Media			Replicate Claims as Percent of Total Claims Processed	Claims Investigation Rate
			Number	Percent of Total Claims Received	Assigned-- Percent of Ass'd 1500a Received		
-----Total-----							
1985							
April	68.8	96.3	4,536,251	19.1	23.4	9.6	0.4
May	69.3	99.7	5,012,957	20.9	25.9	9.6	0.4
June	69.2	97.4	4,499,995	20.1	25.2	8.8	0.4
July	69.2	96.5	4,903,939	20.4	25.5	9.0	0.4
August	69.4	104.8	4,941,245	21.0	26.2	9.2	0.5
September	69.0	100.6	5,513,825	24.0	29.1	12.6	0.4
FY 1985	67.7	98.7	51,801,882	19.1	24.0	9.1	0.5
October	68.4	101.2	5,691,658	21.9	27.3	10.4	0.4
November	68.0	97.6	5,098,404	22.8	28.8	10.2	0.5
December	68.2	94.4	5,462,852	22.7	28.3	10.8	0.5
CY 1985	68.5	99.1	57,548,668	20.6	25.6	9.7	0.5
1986							
January	67.6	94.9	6,030,178	23.3	29.3	11.0	0.6
February	66.8	93.8	5,832,920	25.6	31.4	13.8	0.5
March	68.1	95.1	5,954,970	23.9	29.3	12.3	0.6
April	67.8	97.8	6,821,666	25.4	31.5	12.5	1.2
							3.3

	ALL HCFA-1500s					ASSIGNED HCFA-1500s					UNASSIGNED HCFA-1500s				
	Average Processing Time		Percent Distribution			Average Processing Time		Percent Distribution			Average Processing Time		Percent Distribution		
	In Days		1-15 Days	1-30 Days	1-60 Days	In Days		1-15 Days	1-30 Days	1-60 Days	In Days		1-15 Days	1-30 Days	1-60 Days
Month															
1985															
April	14.0		70.6	91.6	97.9	13.2		72.5	92.2	98.1	15.6		66.6	90.2	97.3
May	14.4		70.5	91.3	97.5	13.8		71.9	91.5	97.8	15.8		67.4	90.8	97.0
June	15.5		65.8	89.0	97.0	14.8		68.4	89.0	97.1	17.1		59.4	89.0	96.8
July	17.2		58.3	86.2	97.1	16.3		61.9	86.5	97.1	19.4		49.8	85.4	97.0
August	16.2		60.7	87.6	97.4	15.3		64.1	88.4	97.5	18.3		52.8	85.6	97.3
September	15.6		62.8	89.4	97.5	14.8		64.9	90.1	97.6	17.5		57.8	87.8	97.4
FY 1985	14.9		66.5	90.0	97.7	14.1		68.9	90.7	97.9	16.6		61.5	88.7	97.3
October	14.4		67.1	91.6	97.7	13.8		68.0	92.0	97.7	15.7		64.9	90.9	97.6
November	13.7		69.2	92.3	97.8	13.0		72.2	92.7	97.8	15.4		62.4	91.6	97.7
December	15.3		62.0	90.6	97.6	14.1		66.7	91.4	97.7	17.9		51.7	88.8	97.4
CY 1985	15.2		65.3	89.9	97.6	14.4		67.9	90.5	97.7	17.0		59.5	88.6	97.3
1986															
January	17.3		56.1	88.0	97.2	15.9		60.2	89.2	97.4	20.3		47.5	85.5	96.9
February	17.8		53.8	88.1	97.2	16.6		58.1	89.1	97.3	20.4		44.8	86.0	96.8
March	18.8		51.6	85.3	97.4	17.5		55.6	86.1	97.6	21.6		43.1	83.5	96.8
April	19.6		48.3	83.9	97.0	18.3		52.5	85.5	97.3	22.8		38.9	80.2	96.2

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: APRIL, 1986

CARRIER	CLAIMS RECEIVED		CLAIMS PROCESSED INCLUDING REPLICATES				CLAIMS PENDING			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	TOTAL NUMBER	DAYS WORK ON HAND	DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
TOTAL	26,868,400	26,269,897	19,914,326	4,088,245	2,267,326	25,958,632	16,797,260	14.8	2.0	0.7
BOSTON REGION	1,706,083	1,709,905	1,289,439	299,743	120,723	1,686,001	1,070,581	8.6	2.0	1.1
CONNECTICUT GENERAL	398,037	426,972	310,024	80,958	35,990	426,539	322,527	19.7	2.3	0.5
MASSACHUSETTS B/S	825,096	797,810	626,293	117,060	54,457	780,775	516,259	14.2	4.1	2.6
MASSACHUSETTS TRI-STATE	305,688	304,264	212,006	73,320	18,938	297,953	140,402	11.0	3.7	2.0
MAINE	132,932	135,951	98,034	30,547	7,370	132,541	58,142	10.2	3.1	1.8
NEW HAMPSHIRE	110,198	107,086	72,707	26,549	7,830	105,304	56,477	12.5	4.6	2.4
VERMONT	62,558	61,227	41,265	16,224	3,738	60,108	25,783	10.0	3.6	1.8
RHODE ISLAND B/S	177,262	180,859	141,116	28,405	11,338	180,734	91,393	10.8	1.2	0.8
NEW YORK REGION	3,544,520	3,339,130	2,505,839	470,426	362,865	3,292,550	2,565,558	16.8	2.1	0.6
NEW JERSEY-PRUDENTIAL	974,158	935,392	694,686	142,871	97,835	930,152	640,515	14.8	0.8	0.3
N.Y.-BINGHAMTON B/S	662,251	622,074	446,383	115,978	59,713	599,105	389,333	15.4	1.0	0.3
N.Y.-NEW YORK B/S	1,551,641	1,434,752	1,130,719	143,330	160,703	1,416,742	1,111,354	16.8	2.2	0.4
NEW YORK-GROUP HEALTH	181,220	200,675	144,035	27,495	29,145	200,675	155,057	17.1	1.1	0.5
PUERTO RICO B/S	175,250	146,237	90,016	40,752	15,469	145,876	269,299	33.2	12.5	4.3
PUERTO RICO	174,900	145,903	89,881	40,618	15,404	145,542	269,024	33.3	12.5	4.3
VIRGIN ISLANDS	350	334	135	134	65	334	275	15.5	4.7	2.0
PHILADELPHIA REGION	2,859,794	2,844,489	2,245,110	420,285	179,094	2,839,765	1,461,795	11.2	0.9	0.3
MARYLAND B/S	320,721	325,493	248,260	49,992	27,241	325,356	274,095	20.8	3.0	1.4
PENNSYLVANIA B/S	1,947,061	1,913,153	1,544,884	259,357	108,912	1,909,696	881,434	9.6	0.7	0.3
DELAWARE	69,062	66,708	52,117	10,861	3,730	66,615	14,107	4.9	0.5	0.2
DISTRICT OF COLUMBIA	298,585	275,864	232,178	23,213	20,473	275,259	100,062	8.0	0.7	0.2
PENNSYLVANIA	1,579,414	1,570,581	1,260,589	225,283	84,709	1,567,822	767,265	10.0	0.7	0.3
VIRGINIA-TRAVELERS	397,017	435,055	328,332	78,640	28,083	434,222	177,304	10.0	0.7	0.2
WEST VIRGINIA-NATIONWIDE	194,995	170,788	123,634	32,296	14,858	170,491	128,962	16.5	0.7	0.2
ATLANTA REGION	5,398,679	4,972,275	3,692,649	838,201	441,425	4,899,439	3,379,885	17.0	2.3	0.8
ALABAMA B/S	447,638	487,875	362,577	85,399	39,899	470,155	136,460	7.1	1.3	0.5
FLORIDA B/S	2,619,737	2,048,659	1,563,616	288,282	196,761	2,003,422	1,682,202	20.4	2.8	1.0
GEORGIA-PRUDENTIAL	567,564	583,859	425,642	103,737	54,480	582,308	343,445	16.3	0.8	0.2
KENTUCKY B/S	367,914	355,337	243,596	65,846	45,895	352,517	208,924	14.9	3.4	1.3
MISSISSIPPI-TRAVELERS	213,627	251,000	181,666	55,298	14,036	250,457	143,202	13.8	0.8	0.2
NORTH CAROLINA-PRUDENTIAL	512,416	517,070	385,824	97,503	33,743	515,172	406,238	17.3	2.4	0.9
SOUTH CAROLINA B/S	241,621	221,474	150,020	51,840	19,614	221,468	123,581	12.4	1.4	0.8
TENNESSEE-EQUITABLE	428,162	507,001	379,708	90,296	36,997	503,940	335,833	17.8	3.3	1.2



TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: APRIL, 1986

CARRIER	CLAIMS RECEIVED		CLAIMS PROCESSED INCLUDING REPLICATES				CLAIMS PENDING			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	TOTAL		DAYS WORK OVER 30	
							NUMBER	HAND ON	DAYS	DAYS
CHICAGO REGION	4,568,727	4,476,867	3,266,314	757,934	452,619	4,457,955	2,306,728	11.7	1.9	0.8
ILLINOIS B/S (HCSC)	971,257	939,407	681,275	155,536	102,596	938,556	366,088	8.9	0.7	0.2
INDIANA B/S	451,871	472,777	322,681	99,087	51,009	459,142	317,136	16.2	5.4	2.1
MICHIGAN B/S	1,259,049	1,227,603	954,043	126,638	146,922	1,227,603	717,844	12.5	3.1	1.6
MINNESOTA B/S	129,870	133,128	83,987	39,284	9,857	132,845	55,471	9.1	1.7	0.9
MINNESOTA-TRAVELERS	151,769	142,895	105,890	22,050	14,955	142,482	50,843	6.9	0.6	0.3
OHIO-NATIONWIDE	1,089,768	992,053	715,683	181,119	95,251	988,323	659,662	14.5	0.7	0.2
WISCONSIN B/S	515,143	569,004	402,755	134,220	32,029	569,004	139,684	6.7	0.5	0.1
DALLAS REGION	2,136,323	2,214,707	1,866,294	234,769	113,644	2,191,820	1,631,530	17.8	3.0	1.0
ARKANSAS B/S	278,015	305,152	214,049	72,319	18,784	304,419	211,282	17.7	1.0	0.3
LA.-ARK. B/S	348,416	405,911	288,471	68,731	48,709	403,642	266,349	18.0	2.8	1.2
NEW MEXICO-EQUITABLE	90,048	131,848	96,241	22,990	12,617	130,722	69,324	15.6	3.0	1.2
OKLAHOMA-AETNA	260,204	260,801	191,128	49,080	20,593	249,325	139,740	13.1	0.6	0.1
TEXAS B/S	1,159,640	1,110,995	1,076,405	21,649	12,941	1,103,712	944,835	18.9	4.0	1.2
KANSAS CITY REGION	1,255,014	1,251,861	878,432	275,117	98,312	1,234,932	686,863	10.9	1.2	0.3
IOWA B/S	455,976	423,669	293,271	104,557	25,841	417,252	191,516	10.1	0.5	0.1
IOWA	309,846	296,038	205,557	74,375	16,106	292,256	114,885	9.4	0.4	0.1
NEBRASKA	146,130	87,714	87,714	30,182	9,735	124,996	76,631	14.2	0.8	0.2
KANSAS B/S	209,370	219,474	153,373	46,056	20,045	210,778	97,993	10.2	1.7	0.7
MISSOURI B/S	196,577	185,708	138,803	31,939	14,966	184,349	108,646	12.6	1.8	0.4
MISSOURI-GENERAL AMERICAN	393,091	423,010	292,985	92,565	37,460	422,553	288,708	16.4	2.0	0.5
DENVER REGION	579,905	571,227	405,502	126,720	39,005	568,377	296,385	11.9	1.3	0.4
COLORADO B/S	250,239	243,118	179,974	51,651	11,493	242,413	99,054	8.8	1.0	0.2
MONTANA B/S	67,283	59,493	38,688	13,663	7,142	59,223	62,875	22.7	3.1	0.8
NORTH DAKOTA B/S	135,615	149,952	105,259	36,311	8,382	149,492	57,259	9.9	0.6	0.1
NORTH DAKOTA	70,475	80,495	56,528	19,967	4,000	80,232	26,292	8.4	0.4	0.1
SOUTH DAKOTA	65,140	69,457	48,731	16,344	4,382	69,260	30,967	11.7	0.7	0.2
UTAH B/S	101,402	96,843	67,526	19,056	10,261	95,609	56,642	13.3	2.0	0.8
WYOMING-EQUITABLE	25,366	21,821	14,055	6,039	1,727	21,640	20,555	22.7	2.0	1.0
SAN FRANCISCO REGION	3,354,007	3,358,441	2,628,722	403,170	326,549	3,275,440	2,793,172	19.4	2.7	0.8
ARIZONA-NEVADA-AETNA	449,411	434,974	336,681	53,918	44,375	420,847	327,524	17.5	2.4	1.0
ARIZONA	373,247	358,794	277,285	44,717	36,792	346,675	276,826	18.3	2.4	1.0
NEVADA	76,164	76,180	59,396	9,201	7,583	74,172	50,698	14.3	2.2	1.0
CALIFORNIA B/S	1,307,980	1,238,568	941,838	174,287	122,443	1,234,760	1,264,196	23.1	4.5	1.3
CALIFORNIA-OCCIDENTAL	1,503,005	1,599,234	1,283,410	160,715	155,109	1,535,387	1,115,925	16.7	1.3	0.3
HAWAII-AETNA	93,611	85,665	66,793	14,250	4,622	84,446	85,527	22.1	2.2	0.6

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: APRIL, 1986

CARRIER	CLAIMS RECEIVED			CLAIMS PROCESSED INCLUDING REPLICATES				CLAIMS PENDING			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	TOTAL NUMBER	NUMBER	DAYS WORK ON HAND	DAYS WORK OVER 30	DAYS WORK OVER 60
SEATTLE REGION	854,765	830,923	624,997	147,122	58,804	813,691	385,714	11.0	0.6	0.1	
ALASKA-OREGON-AETNA	276,321	262,770	195,009	46,254	21,507	255,834	171,569	14.9	0.9	0.1	
ALASKA	9,337	8,693	6,453	1,005	1,235	8,345	3,309	8.7	0.7	0.1	
OREGON	266,984	254,077	188,556	45,249	20,272	247,489	168,260	15.1	0.9	0.1	
IDAHO-EQUITABLE	74,722	71,727	49,871	16,591	5,265	71,473	37,951	12.0	0.2	0.1	
WASHINGTON B/S	503,722	496,426	380,117	84,277	32,032	486,384	176,194	8.7	0.4	0.1	
CLALLAM	7,029	7,243	5,494	1,443	306	7,140	2,798	8.9	0.1	0.0*	
COWLITZ	8,845	6,493	5,043	1,098	352	6,389	7,460	19.1	1.3	0.5	
GRAYS HARBOR	8,434	9,942	7,221	2,255	466	9,763	2,893	7.7	0.2	0.0*	
KING	204,587	200,849	159,261	28,594	12,994	197,903	67,941	8.8	0.4	0.1	
KITSAP	19,356	19,112	14,272	3,789	1,051	18,989	6,578	7.8	0.3	0.1	
PIERCE	78,282	66,736	50,927	10,927	4,882	64,687	27,882	10.0	0.5	0.2	
SKAGIT	14,271	14,970	10,876	2,989	1,105	14,724	2,853	4.9	0.0*	0.0*	
SNOHOMISH	23,482	26,789	19,236	5,554	1,999	25,788	5,848	5.7	0.3	0.1	
SPOKANE	118,571	121,235	91,133	22,540	7,562	118,440	44,228	9.9	0.5	0.2	
WALLA WALLA	7,129	8,130	5,776	1,923	431	7,969	3,347	10.3	0.8	0.2	
WHATCOM	13,736	14,927	10,878	3,165	884	14,592	4,366	7.5	0.3	0.1	
RRB-TRAVELERS	610,583	700,072	511,028	114,758	74,286	698,662	219,049	7.3	0.3	0.1	
AETNA	1,079,547	1,044,210	789,611	163,502	91,097	1,010,452	724,360	16.2	1.6	0.5	
EQUITABLE	618,298	732,397	539,875	135,916	56,606	727,775	463,663	16.9	2.8	1.1	
NATIONWIDE	1,284,763	1,162,841	839,317	213,415	110,109	1,158,814	788,624	14.8	0.7	0.2	
PRUDENTIAL	2,054,138	2,036,321	1,506,152	344,111	186,058	2,027,632	1,390,198	15.8	1.3	0.5	
TRAVELERS (RRB-EXCLUDED)	762,413	828,950	615,888	155,988	57,074	827,161	371,349	10.5	0.7	0.2	

\* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: APRIL, 1986

CARRIER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA							REPLICATE CLAIMS
	ASSIGN RATE	RATIO PROC/ REC'D	TOTAL		HCFA-1500'S			
			NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED	ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	UNASS'D 1500'S RECEIVED	PERCENT OF TOTAL CLAIMS PROCESSED	
TOTAL	67.8	97.8	6,821,666	25.4	31.5	12.5	1.2	3.3
BOSTON REGION	81.3	100.2	306,871	18.0	21.2	3.9	1.4	4.2
CONNECTICUT GENERAL MASSACHUSETTS B/S	66.0	107.3	87,123	21.9	32.7	0.8	0.1	4.5
MASSACHUSETTS TRI-STATE	91.7	96.7	152,031	18.4	19.9	2.0	2.1	3.9
MAINE	66.4	99.5	27,694	9.1	8.7	9.7	2.1	6.3
NEW HAMPSHIRE	74.5	102.3	1,868	1.4	1.9	0.0	2.5	6.3
VERMONT	57.6	97.2	11,384	10.3	8.0	13.5	1.7	7.0
RHODE ISLAND B/S	64.4	97.9	14,442	23.1	26.7	16.5	1.8	4.9
	92.8	102.0	40,023	22.6	24.3	0.0	0.1	1.1
NEW YORK REGION	73.2	94.2	883,270	24.9	32.5	4.3	1.4	3.0
NEW JERSEY-PRUDENTIAL	72.0	96.0	254,895	26.2	34.2	5.6	0.6	1.1
N.Y.-BINGHAMTON B/S	74.7	93.9	106,315	16.1	20.5	2.9	3.7	3.7
N.Y.-NEW YORK B/S	73.3	92.5	467,705	30.1	39.3	5.0	1.3	4.0
NEW YORK-GROUP HEALTH	68.5	110.7	54,354	30.0	43.5	0.7	0.0	1.5
PUERTO RICO B/S	78.2	83.4	1	0.0*	0.0*	0.0	0.2	5.5
PUERTO RICO	78.3	83.4	1	0.0*	0.0*	0.0	0.2	5.5
VIRGIN ISLANDS	57.7	95.4	0	0.0	0.0	0.0	0.0	18.3
PHILADELPHIA REGION	82.4	99.5	745,196	26.1	29.4	10.4	0.2	2.5
MARYLAND B/S	79.7	101.5	104,181	32.5	32.5	32.5	0.0*	3.8
PENNSYLVANIA B/S	87.4	98.3	499,241	25.6	29.3	0.2	0.2	2.3
DELAWARE	75.0	96.6	14,294	20.7	27.6	0.1	0.1	2.3
DISTRICT OF COLUMBIA	74.9	92.4	105,821	35.4	47.3	0.2	0.2	2.7
PENNSYLVANIA	90.3	99.4	379,126	24.0	26.6	0.2	0.2	2.2
VIRGINIA-TRAVELERS	65.6	109.6	103,663	26.1	30.7	17.4	0.2	1.9
WEST VIRGINIA-NATIONWIDE	71.0	87.6	38,111	19.5	22.2	13.1	0.2	3.6
ATLANTA REGION	62.5	92.1	1,617,124	30.0	38.6	15.6	1.5	4.1
ALABAMA B/S	76.1	109.0	221,066	49.4	52.0	40.9	3.6	3.0
FLORIDA B/S	56.6	78.2	736,635	28.1	38.2	14.9	2.2	5.6
GEORGIA-PRUDENTIAL	73.1	102.9	146,071	25.7	32.6	7.1	0.3	0.4
KENTUCKY B/S	63.9	96.6	137,096	37.3	44.5	24.5	0.8	8.8
MISSISSIPPI-TRAVELERS	68.0	117.5	43,775	20.5	26.4	7.9	0.2	3.0
NORTH CAROLINA-PRUDENTIAL	72.8	100.9	140,398	27.4	35.1	6.7	0.4	3.3
SOUTH CAROLINA B/S	64.9	91.7	106,140	43.9	50.0	32.7	0.0*	2.1
TENNESSEE-EQUITABLE	52.7	118.4	85,943	20.1	31.0	7.9	0.6	2.4

\* LESS THAN 0.05



TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: APRIL, 1986

CARRIER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA				REPLICATE CLAIMS		CLAIMS INVESTIGATION RATE	
	ASSIGN RATE	RATIO PROC./ REC'D	TOTAL		PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE		
			NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED				
								ASS'D. 1500'S RECEIVED
CHICAGO REGION	65.9	98.0	1,487,062	32.5	40.1	18.1	0.4	1.7
ILLINOIS B/S (HCSC)	63.2	96.7	209,035	21.5	26.9	12.3	0.1	1.7
INDIANA B/S	56.3	104.6	119,933	26.5	32.0	19.5	2.9	0.2
MICHIGAN B/S	88.5	97.5	642,355	51.0	55.8	14.2	0.0	0.6
MINNESOTA B/S	36.0	102.5	56,507	43.5	43.7	43.4	0.2	4.0
MINNESOTA-TRAVELERS	50.8	94.2	77,798	51.3	54.8	47.6	0.3	3.8
OHIO-NATIONWIDE	57.7	91.0	279,039	25.6	35.3	12.4	0.4	3.5
WISCONSIN B/S	53.4	110.5	102,395	19.9	19.5	20.9	0.0	0.9
DALLAS REGION	63.2	103.7	388,844	18.2	23.6	9.0	1.0	5.1
ARKANSAS B/S	70.8	109.8	32,820	11.8	13.5	7.6	0.2	2.9
LA.-ARK. B/S	63.4	118.5	52,208	15.0	20.0	6.3	0.6	6.1
NEW MEXICO-EQUITABLE	70.0	146.4	15,296	17.0	17.0	17.0	0.9	4.3
OKLAHOMA-AETNA	48.1	100.2	48,889	18.0	28.7	10.0	4.4	2.7
TEXAS B/S	64.1	95.8	241,651	20.8	27.4	9.2	0.7	6.0
KANSAS CITY REGION	56.7	99.7	362,480	28.9	37.1	18.1	1.4	7.9
IOWA B/S	46.6	92.9	67,080	14.7	21.5	8.8	1.5	3.5
IOWA	50.0	95.5	61,671	19.9	26.0	13.8	1.3	3.0
NEBRASKA	39.4	87.3	5,409	3.7	9.3	0.1	2.1	4.6
KANSAS B/S	68.8	104.8	63,907	30.5	33.3	24.4	4.0	3.0
MISSOURI B/S	73.8	94.5	81,014	41.2	48.9	19.5	0.7	26.7
MISSOURI-GENERAL AMERICAN	53.2	107.6	150,479	38.3	47.5	27.8	0.1	6.5
DENVER REGION	51.1	98.5	67,103	11.6	10.6	12.6	0.5	4.7
COLORADO B/S	58.1	97.2	26,161	10.5	11.0	9.7	0.3	5.7
MONTANA B/S	42.4	88.4	390	0.6	0.2	0.9	0.5	4.7
NORTH DAKOTA B/S	37.1	110.6	31,077	22.9	17.9	25.9	0.3	2.6
NORTH DAKOTA	39.5	114.2	25,049	35.5	26.0	41.8	0.3	2.5
SOUTH DAKOTA	34.6	106.6	6,028	9.3	7.9	10.0	0.3	2.7
UTAH B/S	60.5	95.5	8,520	8.4	9.3	7.0	1.3	6.5
WYOMING-EQUITABLE	42.9	86.0	955	3.8	6.7	1.6	0.8	0.0*
SAN FRANCISCO REGION	69.8	100.1	832,223	24.8	30.0	12.9	2.5	2.7
ARIZONA-NEVADA-AETNA	56.2	96.8	100,123	22.3	32.3	9.5	3.2	3.2
ARIZONA	51.6	96.1	82,552	22.1	33.3	10.1	3.4	3.3
NEVADA	78.3	100.0	17,571	23.1	28.8	2.2	2.6	2.8
CALIFORNIA B/S	69.0	94.7	317,970	24.3	29.3	13.3	0.3	4.2
CALIFORNIA-OCCIDENTAL	74.8	106.4	406,426	27.0	31.2	14.8	4.0	1.3
HAWAII-AETNA	65.0	91.5	7,704	8.2	7.6	9.5	1.4	3.5

\* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: APRIL, 1986

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA						REPLICATE CLAIMS	PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
			TOTAL		HCFA-1500'S		UNASSIGNED				
			NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED	ASS'D. 1500'S RECEIVED	PERCENT OF UNASS'D 1500'S RECEIVED	UNASSIGNED				
							ASS'D. 1500'S RECEIVED	PERCENT OF UNASS'D 1500'S RECEIVED			
SEATTLE REGION	47.1	97.2	126,452	14.8	21.5	8.8	2.1	2.4			
ALASKA-OREGON-AETNA	43.6	95.1	41,972	15.2	19.6	11.8	2.6	1.8			
ALASKA	61.5	93.1	0	0.0	0.0	0.0	4.0	2.9			
OREGON	43.0	95.2	41,972	15.7	20.6	12.1	2.6	1.8			
IDAHO-EQUITABLE	31.4	96.0	9,004	12.0	22.1	7.4	0.4	0.0*			
WASHINGTON B/S	51.4	98.6	75,476	15.0	22.3	7.2	2.0	3.1			
CLALLAM	26.8	103.0	437	6.2	23.2	0.0	1.4	10.5			
COWLITZ	56.4	73.4	19	0.2	0.4	0.0	1.6	4.9			
GRAYS HARBOR	56.6	117.9	0	0.0	0.0	0.0	1.8	2.8			
KING	49.4	98.2	42,713	20.9	33.8	8.2	1.5	1.9			
KITSAP	40.3	98.7	2,486	12.8	4.7	18.4	0.6	8.9			
PIERCE	59.3	85.3	6,658	8.5	4.9	13.8	3.1	1.7			
SKAGIT	30.7	104.9	1,706	12.0	10.9	12.4	1.6	2.4			
SNOHOMISH	44.9	114.1	2,021	8.6	16.4	2.3	3.7	5.1			
SPOKANE	56.5	102.2	18,545	15.6	26.0	2.1	2.3	1.5			
WALLA WALLA	34.5	114.0	0	0.0	0.0	0.0	2.0	10.6			
WHATCOM	53.8	108.7	891	6.5	11.7	0.4	2.2	19.2			
RRB-TRAVELERS	63.5	114.7	5,041	0.8	0.8	0.8	0.2	1.0			
AETNA	51.8	96.7	196,668	18.2	25.6	10.3	3.2	2.8			
EQUITABLE	52.2	119.5	111,198	18.0	26.8	8.4	0.6	2.4			
NATIONWIDE	59.7	90.5	317,150	24.7	32.9	12.5	0.3	3.5			
PRUDENTIAL	72.5	99.1	541,364	26.4	34.0	6.3	0.4	1.5			
TRAVELERS (RRB-EXCLUDED)	63.3	108.7	225,236	29.5	33.3	23.1	0.2	2.5			

\* LESS THAN 0.05

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME:  
APRIL, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS:  
APRIL, 1986

CARRIER	NUMBER OF CLAIMS	PROCESSING TIME				AGE OF PENDING CLAIMS			
		AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION		
			1-15 DAYS	1-30 DAYS	1-60 DAYS		1-15 DAYS	1-30 DAYS	1-60 DAYS
TOTAL	26,168,586	19.6	48.3	83.9	97.0	16,652,088	64.0	86.2	95.1
BOSTON REGION	1,700,948	17.8	63.4	88.1	95.6	1,061,968	60.5	77.3	87.5
CONNECTICUT GENERAL MASSACHUSETTS B/S	418,019	26.8	31.8	79.3	96.6	321,534	59.2	88.6	97.5
MASSACHUSETTS	797,807	17.3	66.2	90.1	94.7	513,499	59.9	71.4	81.9
TRI-STATE	304,263	12.8	81.6	90.3	95.1	140,386	51.2	66.1	81.6
MAINE	135,951	13.1	80.3	90.2	95.4	58,139	56.9	70.0	82.4
NEW HAMPSHIRE	107,085	13.3	81.4	89.5	94.1	56,464	47.9	63.3	80.7
VERMONT	61,227	11.5	85.1	91.9	96.0	25,783	45.8	63.7	81.9
RHODE ISLAND B/S	180,859	7.0	93.2	95.8	97.9	86,549	83.2	88.7	93.1
NEW YORK REGION	3,301,153	23.5	31.6	77.7	96.9	2,556,100	60.4	87.7	96.7
NEW JERSEY-PRUDENTIAL	935,392	19.8	45.9	88.0	97.3	640,515	87.2	94.5	97.7
N.Y.-BINGHAMTON B/S	622,074	24.1	15.6	81.8	98.5	389,333	58.3	93.4	98.1
N.Y.-NEW YORK B/S	1,396,775	22.4	31.5	79.3	96.9	1,104,515	52.0	87.1	97.8
NEW YORK-GROUP HEALTH	200,675	27.5	37.1	53.3	94.8	153,985	69.0	93.4	97.4
PUERTO RICO B/S	146,237	49.6	1.8	13.4	89.7	267,752	29.1	62.3	86.9
PUERTO RICO	145,903	49.6	1.8	13.3	89.7	267,477	29.1	62.3	86.9
VIRGIN ISLANDS	334	26.9	18.3	72.2	95.2	275	45.5	69.5	87.3
PHILADELPHIA REGION	2,844,343	15.7	64.5	91.8	97.9	1,460,781	77.1	91.6	96.9
MARYLAND B/S	325,493	24.2	54.7	72.3	91.7	273,085	80.0	85.7	93.4
PENNSYLVANIA B/S	1,913,007	14.1	67.9	94.9	98.8	881,430	77.8	92.5	97.4
DELAWARE	66,708	6.4	93.0	97.1	98.6	14,107	81.6	89.3	95.1
DISTRICT OF COLUMBIA	275,863	11.9	81.2	95.3	98.5	100,062	77.3	90.7	96.9
PENNSYLVANIA	1,570,436	14.8	64.5	94.8	98.9	767,261	77.7	92.8	97.5
VIRGINIA-TRAVELERS	435,055	14.2	74.1	92.7	98.8	177,304	78.8	92.9	98.4
WEST VIRGINIA-NATIONWIDE	170,788	20.7	20.5	91.9	97.9	128,962	64.6	95.7	98.9
ATLANTA REGION	4,972,275	18.5	53.0	85.8	96.6	3,298,939	68.3	86.2	95.0
ALABAMA B/S	487,875	11.2	77.4	92.1	98.4	136,460	63.6	81.7	93.4
FLORIDA B/S	2,048,659	16.9	59.3	85.5	95.3	1,610,980	65.2	86.1	95.1
GEORGIA-PRUDENTIAL	583,859	17.3	41.2	93.7	98.9	343,445	86.4	94.8	98.6
KENTUCKY B/S	355,337	17.6	59.7	84.8	97.6	208,924	59.8	77.5	91.6
MISSISSIPPI-TRAVELERS	251,000	23.0	26.6	83.8	97.9	143,202	67.7	94.0	98.3
NORTH CAROLINA-PRUDENTIAL	517,070	23.7	57.8	87.1	97.5	406,238	80.3	85.8	94.5
SOUTH CAROLINA B/S	221,474	18.2	60.2	85.8	92.1	120,679	80.5	88.8	93.6
TENNESSEE-EQUITABLE	507,001	26.4	17.8	72.4	97.1	329,011	53.2	81.4	93.2



TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME:  
APRIL, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS:  
APRIL, 1986

CARRIER	NUMBER OF CLAIMS	PROCESSING TIME				AGE OF PENDING CLAIMS					
		AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION				
			1-15 DAYS	16-30 DAYS	31-90 DAYS		1-15 DAYS	16-30 DAYS	31-90 DAYS		
CHICAGO REGION	4,471,071	16.3	57.4	88.8	96.9	99.0	2,303,752	61.4	84.0	93.1	95.9
ILLINOIS B/S (HCSC)	939,407	12.0	81.0	94.9	99.1	99.8	366,088	82.4	92.2	97.6	99.4
INDIANA B/S	472,777	26.2	45.4	60.9	87.2	96.0	316,181	33.9	66.7	87.0	95.7
MICHIGAN B/S	1,227,602	17.0	52.3	87.9	97.1	98.8	717,802	52.2	75.4	87.2	90.0
MINNESOTA B/S	133,128	13.5	74.3	92.6	96.9	98.6	55,471	67.7	81.7	90.6	94.4
MINNESOTA-TRAVELERS	142,895	10.4	89.7	94.9	97.3	98.9	50,843	81.7	91.3	96.2	98.3
OHIO-NATIONWIDE	992,053	19.6	25.6	92.2	97.9	99.6	659,662	67.1	95.1	98.8	99.7
WISCONSIN B/S	563,209	9.9	82.8	95.6	99.4	99.9	137,705	79.5	91.8	98.7	99.8
DALLAS REGION	2,204,133	25.9	21.5	73.5	96.5	99.0	1,628,076	48.4	83.4	94.6	98.3
ARKANSAS B/S	305,045	25.5	10.6	82.8	98.7	99.6	211,075	67.8	94.5	98.4	99.5
LA.-ARK. B/S	396,946	27.6	14.2	79.3	95.9	98.2	264,959	64.3	84.7	93.5	97.8
NEW MEXICO-EQUITABLE	131,848	32.0	20.1	36.8	96.7	99.3	69,319	43.3	80.8	92.1	97.1
OKLAHOMA-AETNA	259,299	18.8	35.1	93.4	98.8	99.8	137,888	62.7	95.7	99.1	99.9
TEXAS B/S	1,110,995	26.3	24.2	68.6	95.6	98.9	944,835	37.8	78.9	93.6	98.1
KANSAS CITY REGION	1,242,104	17.6	55.9	89.1	98.0	99.5	684,279	66.6	88.9	97.0	98.8
IOWA B/S	423,367	15.3	65.6	92.8	98.6	99.8	191,109	84.8	95.2	99.0	99.7
IOWA	295,831	13.9	70.2	94.5	99.0	99.9	114,609	85.6	95.9	99.3	99.8
NEBRASKA	127,536	18.5	55.1	88.7	97.5	99.6	76,500	83.7	94.1	98.6	99.6
KANSAS B/S	210,019	14.3	70.4	90.7	97.7	99.3	95,816	67.4	83.0	93.2	97.5
MISSOURI B/S	185,708	15.6	63.8	84.2	98.7	99.4	108,646	60.4	85.4	96.5	98.0
MISSOURI-GENERAL AMERICAN	423,010	22.4	35.6	86.9	97.2	99.4	288,708	56.5	88.0	97.0	99.0
DENVER REGION	569,605	16.7	65.2	89.5	97.7	99.3	289,327	71.2	88.8	96.8	98.8
COLORADO B/S	243,118	13.1	81.3	93.9	98.6	99.7	96,404	73.9	88.7	97.9	99.6
MONTANA B/S	59,493	30.3	13.7	67.7	94.5	98.0	62,875	56.6	86.5	96.4	98.3
NORTH DAKOTA B/S	148,330	17.1	57.9	90.3	98.4	99.8	56,020	81.4	94.4	98.7	99.9
NORTH DAKOTA	79,691	15.9	62.0	92.2	98.8	99.8	25,670	83.0	95.3	99.0	99.9
SOUTH DAKOTA	68,639	18.6	53.1	88.2	98.0	99.8	30,350	80.1	93.6	98.5	99.8
UTAH B/S	96,843	18.5	62.0	90.3	96.7	98.3	53,473	67.0	85.0	94.0	97.0
WYOMING-EQUITABLE	21,821	9.0	89.5	92.1	97.1	99.2	20,555	86.2	91.4	95.5	98.5
SAN FRANCISCO REGION	3,333,118	26.3	25.4	70.7	96.6	99.3	2,764,652	63.1	86.1	96.1	98.5
ARIZONA-NEVADA-AETNA	434,024	23.1	26.9	86.3	96.3	98.6	325,620	66.1	86.3	94.3	97.8
ARIZONA	358,097	23.6	24.0	85.7	96.2	98.5	275,256	66.1	86.7	94.5	97.9
NEVADA	75,927	20.6	40.5	89.0	96.8	98.7	50,364	65.7	84.7	93.2	97.0
CALIFORNIA B/S	1,214,578	30.6	25.0	57.4	93.8	99.0	1,237,761	43.9	80.5	94.5	97.5
CALIFORNIA-OCCIDENTAL	1,599,234	23.8	25.2	78.3	98.7	99.8	1,115,925	84.1	91.9	98.4	99.6
HAWAII-AETNA	85,282	28.1	25.4	38.5	98.8	99.6	85,346	57.4	89.9	97.4	99.0

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME:  
APRIL, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS:  
APRIL, 1986

CARRIER	NUMBER OF CLAIMS	PROCESSING TIME				NUMBER OF CLAIMS	AGE OF PENDING CLAIMS				
		AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION								
			1-15 DAYS	1-30 DAYS	1-60 DAYS		1-90 DAYS	1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
SEATTLE REGION	829,764	14.4	68.7	93.5	99.1	99.8	385,165	80.6	94.9	99.0	99.6
ALASKA-OREGON-AETNA	261,611	20.0	39.9	87.3	98.8	99.8	171,020	74.1	94.0	99.2	99.9
ALASKA	8,635	12.4	79.2	92.4	99.0	99.8	3,302	79.6	92.1	98.7	99.6
OREGON	252,976	20.2	38.5	87.1	98.7	99.8	167,718	74.0	94.1	99.2	99.9
IDAHO-EQUITABLE	71,727	12.6	82.2	97.8	99.2	99.8	37,951	94.6	98.3	99.4	99.8
WASHINGTON B/S	496,426	11.7	82.0	96.1	99.3	99.8	176,194	83.9	95.1	98.7	99.4
CLALLAM	7,243	10.9	90.2	99.7	100.0	100.0	2,798	98.4	99.4	99.9	100.0
COWLITZ	6,493	20.0	27.4	90.0	96.4	99.0	7,460	69.1	93.4	97.2	98.4
GRAYS HARBOR	9,942	14.0	78.5	98.5	99.6	100.0	2,893	92.6	97.8	99.4	99.9
KING	200,849	11.1	83.1	95.2	99.5	99.9	67,941	81.3	94.9	99.2	99.5
KITSAP	19,112	11.2	84.9	96.9	99.6	99.9	6,578	88.1	96.0	98.8	99.7
PIERCE	66,736	10.4	88.8	96.3	99.2	99.8	27,882	87.2	95.5	98.0	99.2
SKAGIT	14,970	9.0	90.3	99.5	100.0	100.0	2,853	95.7	99.3	100.0	100.0
SNOHOMISH	26,789	11.2	84.7	96.6	99.3	99.8	5,848	84.6	94.8	98.5	99.1
SPOKANE	121,235	12.9	78.5	96.9	99.2	99.7	44,228	84.7	94.5	98.3	99.3
WALLA WALLA	8,130	17.2	63.1	93.6	98.2	99.3	3,347	83.0	92.5	97.7	99.6
WHATCOM	14,927	11.9	80.8	97.9	99.6	99.9	4,366	91.8	96.3	99.2	99.7
RRB-TRAVELERS	700,072	12.9	75.2	94.4	98.5	99.2	219,049	77.3	95.6	99.2	99.7
AETNA	1,040,216	21.7	32.1	84.4	97.8	99.3	719,874	66.3	90.4	96.8	98.8
EQUITABLE	732,397	25.5	26.7	69.0	97.2	99.4	456,836	56.6	83.2	93.6	97.4
NATIONWIDE	1,162,841	19.7	24.8	92.2	97.9	99.6	788,624	66.7	95.2	98.8	99.7
PRUDENTIAL	2,036,321	20.1	47.6	89.4	97.8	99.1	1,390,198	85.0	92.0	97.0	98.6
TRAVELERS (RRB-EXCLUDED)	828,950	16.2	62.4	90.4	98.3	99.3	371,349	74.9	93.1	98.1	99.4

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED.  
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:  
APRIL, 1986

CARRIER	ASSIGNED HCFA-1500					UNASSIGNED HCFA-1500				
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION		
			1-15 DAYS	1-30 DAYS	1-60 DAYS			1-15 DAYS	1-30 DAYS	1-60 DAYS
TOTAL	18,089,300	18.3	52.5	85.5	97.3	8,079,286	22.8	38.9	80.2	96.2
BOSTON REGION	1,354,785	16.9	66.3	89.4	95.7	346,163	21.0	51.7	83.0	95.1
CONNECTICUT GENERAL MASSACHUSETTS B/S	255,170	27.0	33.2	81.0	96.8	162,849	26.5	29.5	76.6	96.4
MASSACHUSETTS TRI-STATE	734,339	16.9	67.5	90.4	94.9	63,468	22.3	51.2	86.0	92.4
MAINE	200,018	12.6	81.8	90.5	95.2	104,245	13.2	81.3	89.9	94.9
NEW HAMPSHIRE	100,362	13.3	79.9	89.8	95.2	35,589	12.5	81.3	91.2	96.0
VERMONT	60,444	12.8	82.2	90.3	94.4	46,641	14.0	80.4	88.5	93.9
RHODE ISLAND B/S	39,212	10.7	86.3	92.5	96.3	22,015	12.8	83.1	90.9	95.3
	165,258	6.6	93.6	96.3	98.2	15,601	10.7	88.4	90.1	94.4
NEW YORK REGION	2,414,638	22.3	36.5	78.7	96.8	886,515	26.8	18.4	74.9	96.9
NEW JERSEY-PRUDENTIAL	614,143	18.7	51.0	87.7	97.3	321,249	21.8	36.1	88.4	97.1
N.Y.-BINGHAMTON B/S	473,576	22.8	19.2	84.7	98.7	148,498	28.1	4.1	72.7	97.7
N.Y.-NEW YORK B/S	1,056,036	20.6	38.7	81.1	96.9	340,739	28.0	9.3	73.8	97.1
NEW YORK-GROUP HEALTH	143,627	24.9	45.4	60.1	94.4	57,048	34.1	16.3	36.1	96.0
PUERTO RICO B/S	127,256	48.2	2.0	15.0	90.0	18,981	58.8	0.7	2.4	87.4
PUERTO RICO	127,132	48.2	2.0	15.0	90.0	18,771	59.1	0.4	1.7	87.3
VIRGIN ISLANDS	124	22.1	12.9	86.3	98.4	210	29.8	21.4	63.8	93.3
PHILADELPHIA REGION	2,339,531	15.0	67.2	92.5	98.1	504,812	18.9	51.7	88.7	97.4
MARYLAND B/S	259,392	24.1	56.1	72.0	91.1	66,101	24.4	49.2	73.3	94.0
PENNSYLVANIA B/S	1,651,623	13.4	71.0	95.6	99.0	261,384	18.7	47.9	90.8	97.7
DELAWARE	51,422	6.3	93.4	97.0	98.5	15,286	6.8	91.9	97.6	98.8
DISTRICT OF COLUMBIA	213,084	11.0	84.0	95.8	98.8	62,779	14.8	71.8	93.6	97.7
PENNSYLVANIA	1,387,117	14.0	68.2	95.5	99.0	183,319	21.0	36.0	89.3	97.6
VIRGINIA-TRAVELERS	303,124	13.9	74.0	93.2	98.9	131,931	15.0	74.1	91.7	98.4
WEST VIRGINIA-NATIONWIDE	125,392	19.7	23.4	92.4	98.2	45,396	23.5	12.3	90.4	97.3
ATLANTA REGION	3,425,663	16.3	57.9	87.5	97.3	1,546,612	23.3	42.1	82.1	95.2
ALABAMA B/S	370,130	10.7	78.7	92.7	98.5	117,745	12.8	73.4	90.5	98.2
FLORIDA B/S	1,438,601	14.6	67.4	88.4	96.2	610,058	22.4	40.2	78.8	93.3
GEORGIA-PRUDENTIAL	414,177	15.8	48.4	94.8	99.2	169,682	21.1	23.6	91.3	98.3
KENTUCKY B/S	218,746	14.8	68.2	90.8	98.3	136,591	22.2	46.0	75.4	96.4
MISSISSIPPI-TRAVELERS	171,805	21.9	32.1	84.4	98.1	79,195	25.3	14.6	82.4	97.7
NORTH CAROLINA-PRUDENTIAL	346,648	20.6	42.6	83.1	97.2	170,422	29.9	88.7	95.3	98.2
SOUTH CAROLINA B/S	141,752	12.9	70.4	92.7	97.9	79,722	27.6	42.1	73.7	97.7
TENNESSEE-EQUITABLE	323,804	26.1	21.5	70.5	96.9	183,197	26.9	11.2	75.7	97.5



TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,  
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:  
APRIL, 1986

CARRIER	NUMBER OF CLAIMS	ASSIGNED HCFA-1500					UNASSIGNED HCFA-1500				
		AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			
			1-15 DAYS	1-30 DAYS	1-90 DAYS			1-15 DAYS	1-30 DAYS	1-60 DAYS	
CHICAGO REGION	2,927,343	14.9	60.5	90.4	97.7	99.3	19.0	51.3	85.8	95.4	98.5
ILLINOIS B/S (HCSC)	569,784	11.0	83.4	96.3	99.6	99.9	13.5	77.3	92.7	98.3	99.6
INDIANA B/S	256,407	21.3	55.0	68.5	91.0	97.7	32.0	34.0	51.9	82.8	94.0
MICHIGAN B/S	1,081,453	15.9	54.9	89.0	97.6	99.0	25.1	32.9	80.3	92.9	97.2
MINNESOTA B/S	49,103	13.7	73.3	92.2	97.0	98.6	13.4	74.8	92.9	96.8	98.6
MINNESOTA-TRAVELERS	77,478	10.9	88.7	94.2	97.0	98.7	9.9	90.9	95.8	97.8	99.2
OHIO-NATIONWIDE	587,199	17.0	34.8	93.5	98.5	99.7	23.3	12.2	90.3	97.1	99.5
WISCONSIN B/S	305,919	10.0	82.8	95.6	99.4	99.9	9.7	82.8	95.5	99.3	99.9
DALLAS REGION	1,403,568	24.2	27.0	76.8	97.0	99.2	29.0	12.0	67.7	95.6	98.7
ARKANSAS B/S	231,358	25.3	11.1	83.5	98.7	99.7	26.2	8.9	80.7	98.7	99.6
LA.-ARK. B/S	254,055	26.1	18.7	81.9	96.1	98.4	30.4	6.1	74.6	95.5	97.9
NEW MEXICO-EQUITABLE	92,227	29.7	25.4	44.0	97.1	99.4	37.2	7.9	20.2	95.7	98.9
OKLAHOMA-AETNA	123,299	16.4	49.0	94.7	98.9	99.8	21.0	22.5	92.2	98.8	99.9
TEXAS B/S	702,629	23.7	31.5	73.9	96.4	99.2	30.9	11.6	59.4	94.1	98.5
KANSAS CITY REGION	711,242	15.6	64.2	91.4	98.3	99.6	20.3	44.8	86.1	97.5	99.5
IOWA B/S	202,764	12.4	79.9	95.2	99.2	99.9	18.0	52.5	90.5	98.0	99.7
IOWA	151,298	11.6	81.8	95.9	99.3	99.9	16.4	58.0	93.0	98.7	99.8
NEBRASKA	51,466	14.6	74.4	93.1	98.7	99.8	21.1	41.9	85.7	96.7	99.4
KANSAS B/S	141,487	14.9	67.4	91.6	97.9	99.4	13.2	76.8	88.7	97.4	99.2
MISSOURI B/S	140,251	13.1	72.1	91.2	98.9	99.5	23.5	38.0	62.6	98.1	99.4
MISSOURI-GENERAL AMERICAN	226,740	20.4	43.2	88.0	97.4	99.5	24.7	26.7	85.7	96.9	99.4
DENVER REGION	287,677	15.8	69.5	90.8	97.9	99.2	17.6	60.8	88.3	97.6	99.3
COLORADO B/S	136,206	12.4	84.2	94.7	98.9	99.7	14.1	77.7	92.8	98.3	99.7
MONTANA B/S	25,487	28.8	20.0	68.9	94.6	98.0	31.4	9.0	66.8	94.4	97.9
NORTH DAKOTA B/S	56,764	16.9	58.4	90.8	98.7	99.8	17.3	57.5	90.0	98.3	99.8
NORTH DAKOTA	32,736	16.3	60.2	91.7	98.8	99.8	15.6	63.2	92.5	98.8	99.8
SOUTH DAKOTA	24,028	17.8	56.0	89.6	98.5	99.8	19.0	51.5	87.4	97.7	99.7
UTAH B/S	59,786	18.3	64.4	90.8	96.5	98.0	18.7	58.2	89.7	97.0	98.7
WYOMING-EQUITABLE	9,434	8.5	89.4	92.7	98.0	99.4	9.4	89.6	91.6	96.4	99.0
SAN FRANCISCO REGION	2,377,034	24.7	29.6	73.9	97.1	99.4	30.3	14.8	62.8	95.4	99.2
ARIZONA-NEVADA-AETNA	246,022	21.3	37.6	87.3	96.4	98.6	25.5	12.9	84.9	96.2	98.5
ARIZONA	185,411	21.7	35.8	86.5	96.2	98.6	25.7	11.4	84.8	96.2	98.5
NEVADA	60,611	20.0	43.1	89.6	97.1	98.9	23.0	30.2	86.4	95.8	98.3
CALIFORNIA B/S	861,025	27.7	29.8	65.3	94.6	98.9	37.6	13.3	38.2	91.8	99.2
CALIFORNIA-OCCIDENTAL	1,214,101	23.1	28.0	78.8	98.9	99.8	26.2	16.4	76.7	98.1	99.5
HAWAII-AETNA	55,886	27.8	25.2	40.4	99.0	99.6	28.6	25.7	34.8	98.5	99.5

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,  
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:  
APRIL, 1986

CARRIER	ASSIGNED HCFA-1500						UNASSIGNED HCFA-1500					
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	AVERAGE PROCESSING TIME
			1-15 DAYS	1-30 DAYS	1-90 DAYS			1-15 DAYS	1-30 DAYS	1-90 DAYS		
SEATTLE REGION	400,251	13.1	74.3	94.1	99.1	429,513	15.6	63.5	92.9	99.2	429,513	15.6
ALASKA-OREGON-AETNA	114,403	17.6	56.3	88.6	98.7	147,208	21.8	27.1	86.3	98.8	147,208	21.8
ALASKA	5,492	12.1	80.0	92.2	98.9	3,143	12.9	77.6	92.7	98.2	3,143	12.9
OREGON	108,911	17.9	55.1	88.4	98.7	144,065	22.0	26.0	86.1	98.7	144,065	22.0
IDAHO-EQUITABLE	23,997	11.3	83.4	97.8	99.2	47,730	13.3	81.6	97.8	99.2	47,730	13.3
WASHINGTON B/S	261,851	11.2	81.4	96.2	99.3	234,575	12.2	82.7	96.1	99.4	234,575	12.2
CLALLAM	1,983	9.4	89.9	99.7	99.9	5,260	11.5	90.3	99.7	100.0	5,260	11.5
COWLITZ	4,102	19.0	32.8	91.0	97.0	2,391	21.8	18.0	88.2	95.6	2,391	21.8
GRAY'S HARBOR	6,050	14.3	74.9	98.0	99.5	3,892	13.6	84.1	99.3	99.9	3,892	13.6
KING	104,806	10.5	82.5	95.5	99.5	96,043	11.7	83.6	94.9	99.5	96,043	11.7
KITSAP	7,193	14.4	73.8	94.9	99.5	11,919	9.3	91.6	98.1	99.7	11,919	9.3
PIERCE	37,984	9.2	91.8	96.9	99.2	28,752	11.9	84.9	95.6	99.1	28,752	11.9
SKAGIT	4,920	8.9	88.7	99.4	100.0	10,050	9.0	91.1	99.6	100.0	10,050	9.0
SNOHOMISH	13,661	11.8	81.4	96.2	99.1	13,128	10.6	88.1	97.1	99.5	13,128	10.6
SPOKANE	69,553	12.2	78.2	97.0	99.2	51,682	13.9	79.0	96.7	99.2	51,682	13.9
WALLA WALLA	2,851	18.8	62.9	91.1	97.0	5,279	16.4	63.3	95.0	98.9	5,279	16.4
WHATCOM	8,748	11.4	81.0	97.9	99.7	6,179	12.6	80.5	97.9	99.6	6,179	12.6
RRB-TRAVELERS	447,568	12.6	77.8	94.7	98.4	252,504	13.3	70.7	93.9	98.8	252,504	13.3
AETNA	539,610	20.1	42.9	84.4	97.7	500,606	23.4	20.4	84.4	97.8	500,606	23.4
EQUITABLE	449,462	25.7	27.0	67.0	97.0	282,935	25.3	26.0	72.3	97.5	282,935	25.3
NATIONWIDE	712,591	17.5	32.8	93.3	98.4	450,250	23.3	12.2	90.3	97.2	450,250	23.3
PRUDENTIAL	1,374,968	18.3	48.1	88.7	97.9	661,353	23.7	46.4	90.9	97.7	661,353	23.7
TRAVELERS (RRB-EXCLUDED)	552,407	16.0	63.1	90.6	98.4	276,543	16.7	61.0	90.0	98.1	276,543	16.7

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM:  
APRIL, 1986

CARRIER	ASSIGNED HCFA-1500					UNASSIGNED HCFA-1500				
	NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION				NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION			
		1-15 DAYS	16-30 DAYS	31-60 DAYS	61-90 DAYS		1-15 DAYS	16-30 DAYS	31-60 DAYS	61-90 DAYS
TOTAL	10,316,532	64.5	86.0	94.9	97.4	6,335,556	63.2	86.7	95.5	98.0
BOSTON REGION	846,801	61.5	77.6	87.4	92.6	215,167	56.2	76.2	88.0	92.9
CONNECTICUT GENERAL MASSACHUSETTS B/S MASSACHUSETTS TRI-STATE	216,212	60.8	90.8	98.1	99.6	105,322	55.7	84.0	96.1	98.8
MAINE	459,412	60.3	71.8	82.4	89.4	54,087	57.0	68.1	78.0	85.6
NEW HAMPSHIRE	95,328	51.6	66.8	82.7	89.2	45,058	50.4	64.7	79.4	86.7
VERMONT	45,250	57.1	70.4	82.7	88.6	12,889	56.2	68.3	81.4	87.3
RHODE ISLAND B/S	33,397	48.3	63.9	82.4	90.0	23,067	47.3	62.5	78.2	86.5
	16,681	43.5	62.7	83.2	89.3	9,102	49.9	65.5	79.6	86.2
	75,849	83.4	88.7	92.9	95.9	10,700	81.6	88.5	94.0	96.7
NEW YORK REGION	1,825,687	62.4	87.6	96.7	98.2	730,413	55.4	88.0	96.5	98.4
NEW JERSEY-PRUDENTIAL	505,927	90.3	96.0	98.3	99.0	134,588	75.5	88.9	95.4	97.5
N.Y.-BINGHAMTON B/S	278,197	59.7	93.9	98.2	99.6	111,136	54.8	92.1	97.9	99.5
N.Y.-NEW YORK B/S	746,970	53.6	85.9	97.7	99.5	357,545	48.7	89.5	98.1	99.7
NEW YORK-GROUP HEALTH	88,393	64.2	91.5	96.6	98.5	65,592	75.5	96.0	98.4	99.6
PUERTO RICO B/S	206,200	28.9	62.7	87.3	89.7	61,552	29.9	61.0	85.6	88.7
PUERTO RICO	206,051	28.9	62.7	87.3	89.7	61,426	29.8	60.9	85.5	88.6
VIRGIN ISLANDS	149	55.0	76.5	79.9	99.3	126	34.1	61.1	96.0	100.0
PHILADELPHIA REGION	1,168,759	78.4	91.7	96.9	98.8	292,022	72.0	91.0	96.9	98.9
MARYLAND B/S	217,649	79.7	85.6	93.2	96.5	55,436	81.2	86.2	94.0	97.3
PENNSYLVANIA B/S	743,474	79.4	92.9	97.5	99.2	137,956	68.8	90.8	96.8	99.0
DELAWARE	10,963	80.8	88.7	94.6	97.5	3,144	84.5	91.4	96.9	98.6
DISTRICT OF COLUMBIA	77,275	78.7	91.6	97.3	99.3	22,787	72.7	87.6	95.5	98.6
PENNSYLVANIA	655,236	79.5	93.1	97.5	99.3	112,025	67.6	91.4	97.1	99.1
VIRGINIA-TRAVELERS	121,148	79.4	92.7	98.4	99.6	56,156	77.5	93.2	98.4	99.7
WEST VIRGINIA-NATIONWIDE	86,488	65.4	95.8	98.9	99.8	42,474	63.0	95.3	99.0	99.8
ATLANTA REGION	1,839,059	69.0	85.4	94.9	97.3	1,459,880	67.4	87.3	95.1	97.6
ALABAMA B/S	100,347	65.0	82.3	93.4	96.9	36,113	59.8	79.8	93.5	97.1
FLORIDA B/S	675,952	55.8	78.7	92.5	95.1	935,028	71.9	91.5	97.0	98.1
GEORGIA-PRUDENTIAL	240,569	89.3	96.7	99.3	99.8	102,876	79.7	90.4	97.0	99.0
KENTUCKY B/S	123,521	63.6	78.9	92.1	96.8	85,403	54.4	75.5	90.8	96.5
MISSISSIPPI-TRAVELERS	94,317	70.7	95.5	98.8	99.5	48,885	62.0	91.1	97.3	99.7
NORTH CAROLINA-PRUDENTIAL	366,822	88.0	92.3	97.3	99.0	39,416	7.9	25.0	68.0	86.4
SOUTH CAROLINA B/S	83,391	86.1	92.6	96.9	98.9	37,288	68.2	80.3	86.2	95.9
TENNESSEE-EQUITABLE	154,140	47.2	77.6	92.4	97.1	174,871	58.5	84.8	93.9	97.3



TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM:  
APRIL, 1986

CARRIER	ASSIGNED HCFA-1500					UNASSIGNED HCFA-1500				
	NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION				NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION			
		1-15 DAYS	16-30 DAYS	31-60 DAYS	61-90 DAYS		1-15 DAYS	16-30 DAYS	31-60 DAYS	61-90 DAYS
CHICAGO REGION	1,445,444	62.0	83.3	92.8	95.4	858,308	60.3	85.2	93.6	96.8
ILLINOIS B/S (HCSC)	237,957	82.6	92.3	97.7	99.5	128,131	82.2	91.9	97.3	99.2
INDIANA B/S	157,808	37.5	68.0	88.7	96.5	158,373	30.2	65.5	85.4	94.9
MICHIGAN B/S	602,043	52.7	76.0	87.9	90.6	115,759	49.6	72.1	83.4	87.0
MINNESOTA B/S	19,919	67.4	81.4	90.2	94.1	35,552	67.9	81.8	90.8	94.6
MINNESOTA-TRAVELERS	27,823	81.0	90.5	95.8	98.1	23,020	82.5	92.3	96.6	98.6
OHIO-NATIONWIDE	327,021	70.6	95.3	98.9	99.7	332,641	63.7	95.0	98.8	99.8
WISCONSIN B/S	72,873	78.6	91.4	98.6	99.8	64,832	80.6	92.3	98.8	99.8
DALLAS REGION	940,077	50.6	85.2	95.4	98.6	687,999	45.4	80.9	93.6	97.9
ARKANSAS B/S	136,186	73.9	93.8	98.1	99.5	74,889	56.8	95.7	98.9	99.7
LA.-ARK. B/S	158,855	65.8	86.8	94.6	98.4	106,104	62.1	81.6	91.9	97.0
NEW MEXICO-EQUITABLE	35,105	16.2	78.9	92.4	97.3	34,214	71.1	82.7	91.7	96.8
OKLAHOMA-AETNA	59,357	64.3	96.5	99.2	99.8	78,531	61.5	95.1	99.0	99.9
TEXAS B/S	550,574	41.1	81.7	94.7	98.5	394,261	33.3	74.9	92.2	97.6
KANSAS CITY REGION	350,960	68.4	88.5	96.5	98.6	333,319	64.6	89.3	97.5	99.1
IOWA B/S	72,652	86.5	95.8	99.2	99.8	118,457	83.8	94.8	98.9	99.7
IOWA	49,458	86.5	96.3	99.4	99.8	65,151	84.8	95.7	99.3	99.8
NEBRASKA	23,194	86.5	94.8	98.8	99.7	53,306	82.5	93.8	98.5	99.6
KANSAS B/S	71,187	70.5	85.3	93.7	97.8	24,629	58.5	76.4	91.6	96.6
MISSOURI B/S	66,848	65.9	86.2	95.9	97.4	41,798	51.6	84.2	97.5	98.9
MISSOURI-GENERAL AMERICAN	140,273	59.2	87.4	96.8	99.0	148,435	54.0	88.6	97.2	99.1
DENVER REGION	140,594	71.1	88.4	96.7	98.6	148,733	71.3	89.2	97.0	99.0
COLORADO B/S	55,030	75.5	89.7	98.3	99.6	41,374	71.8	87.4	97.4	99.5
MONTANA B/S	25,915	54.9	84.4	95.4	97.4	36,960	57.8	87.9	97.1	98.9
NORTH DAKOTA B/S	20,741	81.6	94.5	98.7	99.9	35,279	81.3	94.3	98.7	99.9
NORTH DAKOTA	10,512	83.2	95.4	99.0	99.9	15,158	82.8	95.2	99.0	99.9
SOUTH DAKOTA	10,229	79.9	93.5	98.5	99.8	20,121	80.2	93.7	98.5	99.9
UTAH B/S	31,565	67.0	85.0	94.0	97.0	21,908	67.0	85.0	94.0	97.0
WYOMING-EQUITABLE	7,343	82.9	90.5	95.5	98.6	13,212	88.0	91.9	95.5	98.4
SAN FRANCISCO REGION	1,461,356	58.1	85.2	95.5	98.2	1,303,296	68.7	87.1	96.9	98.7
ARIZONA-NEVADA-AETNA	171,947	65.4	85.9	93.3	97.5	153,673	66.8	86.9	95.5	98.1
ARIZONA	134,320	65.5	86.3	93.4	97.7	140,936	66.8	87.0	95.6	98.2
NEVADA	37,627	65.1	84.3	92.8	96.7	12,737	67.6	85.6	94.5	97.7
CALIFORNIA B/S	757,222	46.1	83.3	94.3	97.5	480,539	40.3	76.1	94.7	97.5
CALIFORNIA-OCCIDENTAL	477,529	74.5	87.2	97.8	99.5	638,396	91.2	95.5	98.9	99.7
HAWAII-AETNA	54,658	59.4	91.0	98.0	99.2	30,688	53.9	88.0	96.4	98.8

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM:  
APRIL, 1986

CARRIER	ASSIGNED HCFA-1500					UNASSIGNED HCFA-1500				
	NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION				
		1-15 DAYS	1-30 DAYS	1-60 DAYS		1-90 DAYS	1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
SEATTLE REGION	166,751	82.6	95.2	98.8	99.5	218,414	79.1	94.7	99.1	99.7
ALASKA-OREGON-AETNA	63,409	76.5	94.2	99.1	99.8	107,611	72.7	93.9	99.2	99.9
ALASKA	1,862	78.1	91.9	98.5	99.6	1,440	81.5	92.4	98.9	99.7
OREGON	61,547	76.5	94.3	99.1	99.8	106,171	72.6	93.9	99.2	99.9
IDAHO-EQUITABLE	18,581	96.3	98.9	99.6	99.8	19,370	93.1	97.7	99.3	99.8
WASHINGTON B/S	84,761	84.2	95.0	98.5	99.3	91,433	83.7	95.1	98.9	99.5
CLALLAM	695	98.7	99.6	99.9	100.0	2,103	98.3	99.3	100.0	100.0
COWLITZ	4,285	72.1	93.5	97.2	98.2	3,175	64.9	93.2	97.1	98.6
GRAYS HARBOR	1,459	90.8	96.9	99.0	99.8	1,434	94.4	98.7	99.9	100.0
KING	31,136	81.9	94.9	99.0	99.4	36,805	80.8	95.0	99.5	99.7
KITSAP	3,792	90.7	97.1	99.2	99.9	2,786	84.6	94.5	98.3	99.5
PIERCE	13,682	88.4	95.3	97.5	99.0	14,200	86.1	95.6	98.4	99.4
SKAGIT	662	96.8	99.2	100.0	100.0	2,191	95.3	99.3	100.0	100.0
SNOHOMISH	2,345	81.5	93.6	98.1	98.8	3,503	86.7	95.6	98.7	99.3
SPOKANE	23,530	84.5	94.9	98.3	99.2	20,698	84.8	94.1	98.2	99.5
WALLA WALLA	1,090	81.7	92.2	96.9	99.4	2,257	83.6	92.6	98.1	99.6
WHATCOM	2,085	90.3	95.7	99.0	99.7	2,281	93.1	96.9	99.3	99.8
RRB-TRAVELERS	131,044	79.1	96.3	99.1	99.7	88,005	74.7	94.5	99.2	99.8
AETNA	349,371	66.3	90.0	96.1	98.6	370,503	66.3	90.7	97.4	99.1
EQUITABLE	215,169	47.6	80.1	93.1	97.4	241,667	64.7	85.9	94.1	97.5
NATIONWIDE	413,509	69.5	95.4	98.9	99.7	375,115	63.6	95.0	98.8	99.8
PRUDENTIAL	1,113,318	89.3	95.0	98.2	99.2	276,880	67.5	80.4	92.1	96.5
TRAVELERS (RRB-EXCLUDED)	243,288	76.2	93.5	98.3	99.4	128,061	72.5	92.2	97.7	99.5

## CARRIER WORKLOAD AND PROCESSING TIME REPORT

### APPENDIX

#### Definitions of Terms Used

Claim-- A writing, identifying or permitting the identification of an enrollee, which requests reimbursement for what appears to be medical or other health services furnished by a physician or supplier. There are a number of situations where a claim is split into one or more additional claims-- see instructions contained in Section 3000 of the Medicare Carriers Manual.

Replicate Claims--Claims split for reasons other than those identified in Section 3000 of the Medicare Carriers Manual are defined as replicate claims. Some examples of replicate claims are claims created because of a computer line item limitation, claims created in making partial payments, and claims created for carving out individual specialty types of services. Unless otherwise noted, information shown in this report reflects data for all claims, including replicates, handled by carriers.

Claims Received During Month--The net number of claims received. (Gross claim receipts minus transfers to other carriers.)

#### Claims Processed During Month

- A. Total--The sum of claims paid, claims applied to the deductible, and claims denied.
- B. Ratio of Processed to Received--(The total number of claims processed divided by the net number of claims received) times 100.
- C. Paid--Includes all claims processed for which some payment was approved and an EOMB prepared.
- D. Applied Toward Deductible--Claims for which no payment was made because the deductible was not met.
- E. Denied--Claims denied in full for any reason.
- F. Number Excluding Replicates--The total number of claims processed minus the number of replicate claims processed. (See above for definition of a replicate claim.)



### Claims Pending End of Month

- A. Number--The total number of claims pending at the end of the month.
- B. Days Work on Hand\*--Claims pending end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.
- C. Days Work on Hand Over 30 Days\*--Claims pending over 30 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.
- D. Days Work on Hand Over 60 Days\*--Claims pending over 60 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

\*NOTE: Suspended claims are excluded from counts of claims processed and pending in items B, C, and D above. Suspended claims are claims suspended from processing due to HCFA directives. Such claims are usually those submitted by physicians or suppliers under investigation for questionable utilization or billing practices.

Net Assignment Rate--(Assigned HCFA-1500s received divided by the sum of assigned and unassigned 1500s received) times 100.

### Electronic Media Claims Received During Month

- A. Number--The total number of electronic media claims (EMC) received (i.e., via magnetic tape or telecommunications device).
- B. Percent of Total Received--(The total number of EMC received divided by net receipts) times 100.
- C. Percent of Assigned HCFA-1500s Received--(Assigned HCFA-1500 EMC receipts divided by total assigned HCFA-1500 receipts) times 100.
- D. Percent of Unassigned HCFA-1500s Received--(Unassigned HCFA-1500 EMC receipts divided by total unassigned HCFA-1500 receipts) times 100.

Replicate Claims (Percent of Total Processed)--(The number of replicate claims processed divided by the total number of claims processed) times 100.

Claims Investigation Rate--(The number of claims investigated divided by the total number of claims processed) times 100.

### Claims Processed, Average Processing Time, and Percentage Distribution

- A. Number--The sum of claims paid, claims applied to the deductible, and claims denied minus processed claims previously suspended due to HCFA directives.
- B. Mean (Average) Processing Time (Days)--The arithmetic mean processing time for all types of HCFA-1500 claims. The overall mean is obtained by weighting the means by type of claim by the number of claims by type of claim. Claims processing time is defined as the length of time in calendar days from the date of initial receipt of the original claim to the date the EOMB or denial letter is prepared. In instances where carriers make periodic "roll-up" payments, claims are considered processed when the completely adjudicated claims are posted to a summary payment tape, listing or file (see Medicare Carrier Manual 14-3 Section 13321.2).
- C. Percentage Distribution--Distribution by days required to process. The percent of claims processed within a time frame is determined in the following manner. The number of claims reported as processed within the specific time frame is divided by the total number of claims reported as processed (excluding those suspended) during the month by the carrier and then multiplied by 100.

### Number and Percentage Distribution of Pending Claims

- A. Number--The total number of claims pending (received and not processed to completion) at the end of the month less pending claims suspended due to HCFA directives.
- B. Percentage Distribution--Distribution by days elapsed since receipt.

### Inquiries Processed

- A. Total Number--The total number of inquiries processed, by type of inquiry (telephone, walk-in, written).
- B. Beneficiary Inquiries--The number of processed inquiries from beneficiaries, by type of inquiry.
- C. Provider Inquiries--The number of processed inquiries from providers, by type of inquiry.
- D. Ratio of Inquiries Processed to 1,000 Claims Received--(The number of each type of inquiry processed divided by the net number of claims received) times 1,000.\*

\*NOTE: This formula applies respectively to All Inquiries, Beneficiary Inquiries, and Provider Inquiries, and, within each of these categories, to telephone, walk-in, and written inquiries.

Medicaid Crossover Claims

- A. Number Transferred--The total number of Medicaid crossover claims transferred to State Agencies or their fiscal agents.
- B. Number of Electronic Media Claims--The total number of Medicaid crossover claims transferred via electronic media.
- C. Percent of Total Transferred--(The total number of Medicaid crossover claims transferred via electronic media divided by the total number of Medicaid crossover claims transferred) times 100.







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